

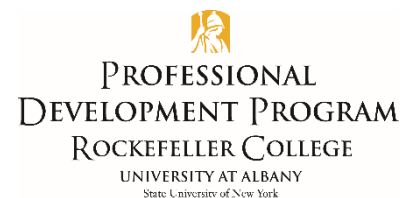
Module 4: Family Update Window

Table of Contents

Introduction and Rationale	4-2
Family Update Window: Original Reason for Case Opening Tab.....	4-3
Family Update Window: Family Background Tab	4-5
Family Update Window: Case Update Tab.....	4-8
Case Planner Summary Function.....	4-10
Case Update Tab	4-11
Family Update Window: FASP Legal Activity Tab.....	4-13



**Office of Children
and Family Services**



Introduction and Rationale

The purpose of this module is to help caseworkers complete the Family Update window of the FASP accurately and completely. It will also assist FASP Approvers in reviewing, approving, and providing effective feedback to FASP authors.

The Family Update window of the FASP contains four tabs:

- Original Reason for Case Opening
- Family Background
- Case Update
- FASP Legal Activity

Family Update Window: Original Reason for Case Opening Tab

The screenshot shows a software window titled 'Comprehensive FASP / Family Update - Collins, Kristy - S:27200095/C:37200038'. The window has a sidebar with a 'Help' button. The main area has four tabs: 'Original Reason for Case Opening' (selected), 'Family Background', 'Case Update', and 'FASP Legal Activity'. Below the tabs, there is a text area with the instruction: 'Summarize the original reason for case opening. Identify the area the family considered most important to address.' Below this is a rich text editor with a toolbar containing icons for Print, Bold, Italic, Underline, and other text formatting options. The text area contains the following text: 'This is where workers would document any presenting needs.' and 'The following narrative was entered by Wilson22,Darryl (15021) at 6/15/2016 10:07:08 AM'. At the bottom right of the text area are buttons for 'Save & Close', 'Save', and 'Reset'. At the bottom of the window is a status bar with various icons and text: 'I = Sensitive', '* = Required', '\$ = AFICARS', '✓ = Data Exists', '(C) = Complete', '🔒 = Read-Only Mode', and '🔄 = Unsaved Changes'.

Quick Tips for Completing the Original Reason for Case Opening Tab

Describe the event or circumstance that initially led to the opening of this case.

Include:

- When the case first opened
- The source of the referral (For CPS cases, the SCR is the referral source; do not name the source of the report.)
- Why the case was opened (What are the key reasons for the referral?)
- The family's view of why the case was opened
- The family's view of the situation and what they want help with

Original Reason for Case Opening Tab

The Original Reason for Case Opening question is first answered on the Initial FASP, and the response will automatically carry forward to each subsequent FASP for the life of the case. This serves to inform current and future caseworkers of the reason for the opening of the case. After the initial information is approved, addendums can be added on subsequent FASPs by the Case Manager or Case Planner.

To answer this question, describe the event or circumstance that initially led to the opening of the case. The CID can be triggered by CPS indication, application for services, placement, or court order.

Include:

- *When the case was first opened.* For example, “On September 4, 2010...” or, “In April of 2006...”
- *The referral source.* For example, “As the result of an indicated SCR report...” or, “Kennedy Middle School...”
- *Why the case was opened (key reasons for referral).* For example, “Parents failed to get appropriate medical attention for their eight-year-old daughter Sarah when she stepped on a nail, resulting in a serious infection.”

Or, “Upon the school’s request, Mr. Jones filed a PINS petition due to Jack’s excessive absences (17 days) and his disruptive behavior at school (fighting with peers).”

- *The family’s view of the situation and what they want help with.* For example, “Mrs. Smith says she feels she acted appropriately in not seeking medical care for Sarah. She stated that she believed that Sarah’s injury did not require professional medical attention, and that she could treat her daughter’s injury herself at home. Mr. Smith says his wife’s actions were appropriate and that the agency was making a ‘big deal out of nothing.’ Sarah said her foot hurt so badly she could not walk on it. Mrs. Smith says she’d like help with after-school care for Sarah, who she feels needs an opportunity to play outdoors without getting hurt.”

Or, “Mr. Jones states that his son has only missed four days of school this year. He feels that Jack’s misbehavior is due to other kids picking on him, and that Jack has had to defend himself against bullies. Jack says he avoids school because other kids pick on him, and the teacher doesn’t care. Mr. Jones says he wants the school to talk to the parents of the boys who he believes are picking on his son.”

Redundancy Prevention Tip

On the Original Reason for Case Opening Tab, do not give a long narrative of the family’s history, background, or the underlying conditions or factors contributing to the specific issues. This will be documented on the Family Background Tab.

Family Update Window: Family Background Tab

Comprehensive FASP / Family Update - Collins, Kristy - S:27200095/C:37200038 [Unsaved Changes]

Print Screen

Help

Original Reason for Case Opening **Family Background** Case Update FASP Legal Activity

Describe relevant family background and history that may affect planning and service provision for this family.

Print...

Save & Close Save Reset

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 🔄 = Unsaved Changes

Quick Tips for Completing the Family Background Tab

Summarize what is known about the family prior to the case opening, and update as new historical information becomes available:

- Family composition at time of case opening
- Key family events and developmental milestones
- Key child events and developmental milestones
- The family's past services

Family Background Tab

The purpose of the Family Background tab is to provide current and future caseworkers with important information and context regarding the family's composition, history, and background. Since the response describes key information about the family *prior to day one* of the case, it is primarily written in the past tense.

The response to this section begins in the Initial FASP and can be added to or modified on each subsequent FASP as new or updated information becomes available. Documented information carries forward from FASP to FASP.

To answer this question, include the following:

- *Family Composition:* Who is in this family/household? Name parents and their children, making clear who is the legal parent or custodian of each child. Identify parents' partners, past and present, and any other significant individuals who have lived with the family. Include parents who do not currently or have never lived with the children. Identify extended family members who play a key role in this family. The purpose of this information is to be sure that the caseworker and any future caseworkers are clear about the identity and legal relationship of anyone who lives with or has access to the children, who is legally responsible for each of the children, and who the key people are who have an impact on the family. The caseworker is essentially describing the family's genogram and resources.

Redundancy Prevention Tip

The quality of these relationships does not need to be described on the Family Background Tab. Information regarding the quality of these relationships will be documented in the comments of the Strengths, Needs and Risks section, as well as on the Family Assessment Analysis window.

- *Key Family Events and Developmental Milestones:* Describe key family background, events, and milestones that may affect current planning and service provision for this family (e.g., ethnicity, education, employment history, primary language, citizenship, religion, marriages, separations, divorces, length of time as a family unit, significant relocations, illnesses, hospitalizations, deaths of key people, surrenders, Termination of Parental Rights [TPRs]).
- *Key Child Events and Developmental Milestones:* Describe key child-related events and milestones that may affect current planning and service provision for this family (e.g., birth complications; developmental delays; medical, mental health, and educational diagnoses; serious accidents; illnesses; hospitalizations; any separations from parents [both formal and informal placements]; any other significant childhood milestones, accomplishments, and crises).
- *Services History:* Identify services utilized by this family prior to the CID to address the current or other child welfare-related concerns, including services provided by DSS (Department of Social Services) and other individuals. Describe the family's response to and outcome of such services.

Special Note for Freed Children

In the Child Case Record (CCR), the Family Background tab is labeled “Child Background.” Background information contained within the child’s former Family Services Stage (FSS) will not automatically carry forward into the CCR. The caseworker should document on the Child Background tab any key events in the child’s history that affect current planning and service provision, as well as key information that may be important to the child in later understanding his/her history, such as the child’s ethnicity, when and why the child came into care, and any moves within placement. Names and locations of siblings and other important people in the child’s life should be documented, as well as key historical events in the child’s development (e.g., birth developmental complications; medical, mental health, and educational diagnoses; serious illnesses; hospitalizations; other significant childhood milestones, accomplishments, interests, and crises).

Family Update Window: Case Update Tab

Comprehensive FASP / Family Update - Collins, Kristy - S:27200095/C:37200038

Print Screen

Options
Case Planner Summary
Help

Original Reason for Case Opening | Family Background | **Case Update** | FASP Legal Activity

Date of Entry | Author | Status

No match found for the criteria entered | Count = 0

Summarize the key family events, services, and casework activities since the last Family Assessment and Service Plan (or opening of the case if this is the initial FASP).

Print...

Save as XML | Save as Graph

Sensitive | Required | AFCARS | Data Exists | Complete | Read-Only Mode | Unsaved Changes

Quick Tips for Completing the Case Update Tab

The focus is since the last FASP (or since case opening for the Initial FASP).

Summarize:

- Changes in family/household composition
- Key family events and developmental milestones
- Key child events and developmental milestones
- Services provided since the last FASP, by all service providers

Case Update Tab

The intent of the Case Update tab is to provide an update of both the key events and developments in the family and children's lives, as well as services and activities provided to the family by all providers. In essence, what has the family done and what have service providers done?

Information on this tab does not carry forward from FASP to FASP, as it reflects only what has happened since the last FASP; for the Initial FASP, it reflects only what has happened since the opening of the case. The Case Update tab is the most recent "chapter" in the family's history.

Thoroughness Check

Remember that the FASP is a family-focused document. It should reflect the services and activities provided to all family members and by all providers on the team. This may include the Case Manager, Case Planner, Case Workers, and other members of the service team (e.g., foster parents, Life Skill Coordinators, therapists), as well as informal resources (e.g., friends, clergy, extended family).

Redundancy Prevention Tip

The Case Update tab is not intended to be a qualitative assessment of family functioning. Descriptions of progress or change in family functioning should be documented in comments in the SNR Scales, in the Service Plan and on the Family Assessment Analysis window.

Case Planner Summary Function

It is the responsibility of the Case Planner to ensure that the documentation on the Case Update tab reflects the work of all providers serving the family. This includes a summary of the services provided by the Case Planner, Case Manager, Case Workers, and other members of the services team who may not have CONNECTIONS access (e.g., Life Skill Coordinators, therapists, foster parents), as well as informal resources and supports such as friends, clergy, and extended family.

The Case Planner Summary function facilitates the online gathering and integration of written summaries of work done by other caseworkers assigned to the case. Caseworkers assigned to the case can enter a summary of their work with the family via the Case Update tab. Each entry will be logged with a date of entry, the name of the author, and the status of the entry. Once this information is entered by the Case Workers, the Case Planner can pull together the various Case Workers' entries by selecting the Case Planner Summary button.

The Case Planner is expected to edit the various entries to form an integrated and consistent picture of the events, services, and casework activities in the case. The Case Planner should not change the intent of the Case Workers' entries and should discuss with the Case Workers any substantive changes before submitting the FASP for approval.

Case Managers (who are not also acting as Case Planners) cannot enter information directly into the FASP. Therefore, the Case Planner, in his/her own summary, should include work done and services provided by the Case Manager, as this activity may be critical to a full understanding of the work being done on behalf of the family.

There may be other individuals performing key services that should also be incorporated into the overall response in this section, including:

- Life Skill Coordinators who provide weekly group Life Skills instruction and individual follow-up, as needed.
- A clinical provider at an agency or mental health clinic who has completed an assessment of the parent(s) and child and is now providing weekly therapy sessions to the parent(s) and child.
- Agency X which provides transportation, supervises visits, and coaches parents in appropriate child behavior management on a weekly basis.
- Foster parents who have met twice with the child's therapist or special education teacher to learn techniques for managing the child's behavior, and have begun to incorporate these strategies into their daily routine. Foster parents may have coached the birth parent on these techniques in preparation for weekend visits with the child.

Protective/Initial, Comprehensive, and Reassessment FASPs

The following outline can be helpful in organizing the information and response to this section.

- *Changes in Family Composition:* Has anyone moved into or out of the children's family of origin (e.g., new members, marriage/separation/divorce, member has left household, new placements)? Caseworkers need to account for the whereabouts of all adults and children in the case and note if the whereabouts of key people are still unknown. Has the family relocated? Were there other key changes in the family's/children's social network (e.g., changes in foster family composition or reconnection with estranged extended family member)? If applicable, an appropriate response may be: "No changes in family/household composition since last FASP."

Accuracy Check

If there have been changes, be sure to update the Person List window and Tracked Children Detail Window. It is the Case Manager's responsibility to cross-check this for accuracy.

- *Key Family Events and Milestones:*
 - New SCR indications (not unfounded reports)
 - Change of parent's school, job, or job hours
 - Evaluations (medical, mental health, or substance abuse)
 - New diagnoses (medical, mental health, or substance abuse)
 - Program participation/completion by parents or adults in the household (e.g., school, GED, parenting education, substance abuse education)
 - Significant milestones and accomplishments (completed GED or job training)
 - Crises resolution (serious illnesses, injuries, hospitalization, legal or criminal activity)
- *Key Child Events and Milestones:*
 - Change of placement or living arrangement
 - Change of school program or IEP (Individualized Education Plan)
 - Most recent medical and dental checkups
 - Evaluations (medical, mental health, or educational)
 - New diagnoses (medical or mental health)
 - Program participation and completion by children
 - New or continuing extracurricular activity (clubs, sports, jobs, tutor, or mentor)
 - Significant milestones or accomplishments (hobbies or awards)
 - Crises (serious illnesses, injuries, hospitalization, legal or criminal activity)
- *Services Provided:* Include a summary of activity by all service providers who have a role in provision of services to this family. This includes not only the FASP author, but also the Case Manager, Case Workers, and other members of the service team who may not have CONNECTIONS access (e.g., foster parents, child care workers, Life Skill Coordinators, case aides, mental health providers, day care providers).

The above summary should demonstrate that service providers did what they were supposed to do as documented on the Service Plan window on the previous FASP. This summary does not need to be on the same level of detail as progress notes; a list of services and activities provided by each person is sufficient.

Tip

Name each person, do not simply state “this caseworker.” When there are multiple providers, it can be difficult to determine who performed which task.

Do not underestimate the importance of things that are done routinely or seem obvious (e.g., in-home casework contacts, transportation to visits, evaluations, referrals, advocacy, taking a child to the doctor, weekly group sessions, assisting with the completion of benefits application). Where applicable, include the frequency of services provided.

Non-Protective Initial, Comprehensive, or Reassessment Concerns/Emergency Issues Identified at Intake

In addition to the information described on the Case Update tab, the caseworker should provide an update and response to any of the Emergency Concerns noted on the Behavioral Concerns and Family Issues window (accessed via the Family Services Intake window). The BCFI (Behavioral Concerns and Family Issues) button at the bottom of the window enables the caseworker to view the completed BCFI.

Redundancy Prevention Tips

On this tab, the caseworker does not need to describe the impact or outcome of the above services, as there is a place for this later in the FASP. Qualitative statements are documented in SNR comments, Service Plan and on the Family Assessment Analysis Window. It is also not necessary to describe family, surrogate, or supreme court legal activity, since there is a place for this on the FASP Legal Activity tab. However, the caseworker may include in this section criminal court activity that has an impact on the planning and service provision of the case.

Family Update Window: FASP Legal Activity Tab

Quick Tips for Completing the FASP Legal Activity Tab

In the grid at the top of the tab include any legal activity initiated by the caseworker or others involved in the case that may shape the direction or needs in this case during the next six months, including:

- Case Manager filed a petition
- Putative father filed for paternity
- Grandparent is seeking custody of child

As a result of the above legal activity, document any change to:

- PPG
- Program Choice
- Primary/Secondary Caretaker
- Safety Plan
- Services offered
- Focus of the plan

FASP Legal Activity Tab

The intent of the FASP Legal Activity tab is to clearly identify any legal activity since the last FASP, or since case opening for an Initial FASP, and what impact the legal activity has had on the direction, focus, or expectations in the case.

Consistency Check

Note that legal activity may result in changes to a child's Program Choice or PPG. Be sure these are accurately reflected on the Tracked Children Detail window.

The following are examples of changes that may affect the direction or focus of the casework services and activities in the family's plan.

As a result of the above legal activity:

- The Dunham children's PPG has changed from Discharge to Parent to Discharge to Relative.
- Mark's PPG has been changed from Another Planned Permanent Living Arrangement (APPLA/Independent Living) to Adoption.
- Mabel and Samuel Wilson have been adjudicated neglectful of their three children on account of their failure to provide food, clothing, and shelter. The children will remain in foster care.
- The parents have been ordered to find a suitable home, to participate in parenting classes, and to participate in services offered by a particular agency.
- Hank has been adjudicated a JD, as a result of his sexual assault of a younger child. He has been placed in a facility for juvenile sex offenders and is prohibited from having unsupervised contact with anyone under age 12.